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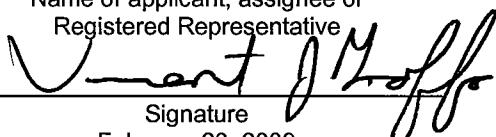
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

On February 26, 2009

Date of Deposit

Vincent J. Gnoffo, Reg. No. 44,714

Name of applicant, assignee or  
Registered Representative



Signature

February 26, 2009

Date of Signature

Our Case No.10022/178

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
Riley, et al.	)	
Serial No. 10/029,769	)	Examiner: Tan D. Nguyen
Filing Date: October 19, 2001	)	Group Art Unit No.: 3689
For METHOD FOR IMPLEMENTING SERVICE DESK CAPABILITY	)	Confirmation No. 4749

## AMENDMENT E

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 26, 2008, please enter the following amendments and consider the following remarks.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 15 of this paper.